

Getting Connected

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Introduction

What is the Internet?

If the computer you are reading this CD-ROM on is connected to another computer so that they can share information it is said to be part of a network. Networks are commonplace today and there are millions of computer networks in existence. So what is different about the Internet and why is it so special?

The Internet originated in the 1960s in the USA as a way of distributing information to government researchers. Progressively its potential as a communication medium has seen it evolve into the worlds largest network of interconnected computers which host the exciting services available to you.

When you connect to the Internet ("go online") your computer uses a phone line to connect to a much more powerful computer (an "Internet server"). Information in the form of web pages, grouped as websites is stored on the Internet server to which you connect and others all over the world. Hence the term the "World Wide Web".

When your computer requests information the server finds it and sends it down the phone line for display on the screen. All of this information transfer happens in seconds, bringing you access to huge databases containing millions of files of information.

More importantly it provides the world's electronic postal system enabling you to send letters, faxes, spreadsheets, pictures and in fact all types of data stored on your computer to your customers, colleagues and business associates all over the world.

Why do I need to connect?

The whole world is talking about it, and more and more people are actually using it, but what does it mean for you? It is the Internet, and it is changing the way we communicate and do business.

All over the world businesses are "getting online". They are communicating , building relationships, trading directly with one another and sharing information and knowledge for mutual benefit. Most important of all they have recognised the importance of the Internet as a tool to develop and enhance their business opportunities.

To get the Internet working for you right now all you have to do is decide to connect to one of the services we offer. Connecting to the Internet is relatively simple and once connected you will be able to explore the benefits for yourself, utilise the enormous potential of Email, and find your own ways of making use of this incredible technology.

The Internet can bring a global community into the reach of your business whenever you want it to be there.

About this guide

This guide is provided to help you through the initial connection, and online registration procedures for the Internet services supported by this CD ROM.

Note: *The actual Installation steps in this guide are focussed on installation on personal computers with Microsoft Windows 95, 98 or NT installed. Apple Macintosh users should follow the on screen instructions and also reference their computer manuals with respect to installation of "Open Transport" if required.*

It provides information about the set-up of Email communication and references to where you can find information about the other functionality and benefits of the service. Comprehensive Help functions are provided for both supported Internet services and are available as soon as you go "online" to either BT Access or BT connect to business.

Once you have connected and registered you are encouraged to use the "Online Help" wherever possible as this will ensure that you are accessing the most up-to-date information.

In the "Getting online" section of this CD ROM you will find a "Common Questions" topic which contains useful information about the services, and in the "Guides" section a "Jargon Buster" to help you with terminology you may encounter when using the Internet.

The overall aim is to ensure that you get the best out of whichever Internet service you choose.

Note: *There is a printable version of this guide provided so that you can read it at your leisure away from your computer.*

What You Need

What Computer do I Need?

Before you use the Internet, you need to make sure you have the correct hardware and software. Most new computers are Internet-ready, or able to connect right away. However, if you have an older personal computer (PC) and are unsure, check that it meets the following minimum specifications:

Software Platform	Processor / System	RAM	Free Hard Disk Space*
Windows 95/98	Pentium 75 MHz	16 Mb	111Mb
Windows NT4.0	Pentium 75 MHz	32Mb	111Mb
AppleMacintosh	OS 8.0 and above	16 Mb	64Mb

Minimum processor, memory and disk capacity

(* This is the amount of hard disk space is required if you intend to carry out the easy installation option. The advanced installation option requires significantly less hard disk space.)

Earlier computers may still be able to access the Internet, but you will probably find that they are not powerful enough to display sound or video information.

Note: You also need to be able to connect your computer to a phone line or specially provided digital line. To do this you require:

- A modem internal or external to your PC ideally capable of a minimum speed of 28,800bps (bits per second), or for an ISDN2e digital connection a terminal adapter.
- A spare communications port on your computer to connect your modem or terminal adapter to if it is external.

See also "What phone line do I use?"

What Phone Line do I Use?

You can use any existing installed phone line connected to your modem provided that you carry out a few simple checks necessary to ensure trouble free connection.

If you are using call waiting on a telephone attached to the same phone line it should be disabled so that you can experience connection to the Internet without intermittent disconnection. Additionally if you are connecting to a line used to provide an internal telephone extension from telephone equipment installed in your premises, you need to provide your computer with the number required to select an "outside line" or "exchange line".

Information on how to carry out these checks is included in the "Problems connecting your PC?" section of this guide.

If you are planning to use a terminal adapter you require an ISDN2e digital line e.g. BT highway installed specially for the connection of a terminal adapter.

This type of line is terminated in a line adapter box which also requires a power supply. When connecting the terminal adapter please check that the power supply is turned on and the power indicator on the line adapter box is lit .

What Additional Software do I Need?

In order to see pages on the Internet, you will need a Web browser. The browser enables information that has been sent over the phone line and through your modem to be displayed on your computer display as pages of text and images. Most new PCs are supplied with browsers already installed which can be recognised by appropriately labelled icons on the desktop visible on your PC display at power on.

The two most popular and widely used browsers are Netscape Navigator and Microsoft Internet Explorer. The btclick for business CD ROM provides you with Microsoft Internet Explorer 5 (IE5). This includes Outlook Express 5 a messaging program used to send and receive e-mail and view newsgroups. Microsoft Internet Explorer versions 4 or 5 are the only browsers fully supported by the btclick for business helpdesks. During the connection procedure you have the opportunity to load the browser supplied on the CD ROM if you wish to do so.

For detail of the browser functions please refer to the "Online preview" in the "Guides" menu of the CD ROM and the online help once you have logged on to the service.

This is all you need to start using the Internet and your browser will be able to display many of the files encountered on the Web. For information about other software enhancements please refer to the "General Questions" section of the "Common Questions".

Getting started

Who do I connect to?

In order to get onto the Internet, you only need to have a connection to one server on the Internet. It will send your requests for pages to any other server on the Internet. In order to connect to one server, you need an "Internet Service Provider" (ISP), In this case, if you connect using BT's Internet connection software on this CD ROM, then BT will be your ISP.

You have a choice of either connecting to BT Access a free service or alternatively to BT connect to business a paid-for service which gives you access to value added services This optional choice is presented to you on the first page displayed after you select "install" from the "Getting started" pop up menu.

With a free service you have no ongoing commitment, so you can use it to surf the Internet and then decide for yourself if you want to pay for additional services (like credit checking or web hosting) once you have seen the benefits being online can bring.

Every ISP allocates its members a special phone number to access the appropriate server. Don't worry, your computer will store the number appropriate to your choice of service and dial it automatically after you have installed the btclick for business software.

How do I connect?

Once you have your computer connected to a phone line via a modem or to an ISDN Digital line via a terminal adapter and your computer has your network connection configuration defined, you are ready to connect to the Internet.

Note: Before commencing the software installation it is recommended that you close any other applications and / or programs as you may be required to restart your computer after software installation.

First of all you need to select the service that you are going to connect to and then choose either the "Easy Install" or "Advanced Install" option.

To do this click the "Getting online" tab on the menu at the bottom of the first page displayed after to

load the btclick for business CD ROM. Select "Install" and on the next displayed page the service to which you want to connect. Now choose the install option you require on the next displayed page.

"Easy Install" is the installation route recommended for first time Internet users or people who do not have a browser or wish to replace their existing browser with the Microsoft Internet Explorer 5 browser supplied by btclick for business.

"Advanced Install" is for those who already have a browser installed which they wish to keep. It is recommended that only existing Internet users choose this installation route.

Click on your install choice to install the appropriate software from the CD ROM onto your computer. The displayed instructions will guide you through the software installation and online registration.

Note: If required please refer to the "Easy Install" and "Advanced Install" and "Online Registration" sections of this guide for more detail about the respective procedures.

How do I register?

Once your computer restarts a page will be displayed inviting you to "Complete Online Registration now" or "Cancel and complete Online Registration later". Click the "Complete Online Registration Now" link and enter the information requested on each of the registration pages in turn.

The registration process is very simple and should take you about four minutes to complete. The pages you will see displayed for completion are:

"Enter your personal details" - details required to establish your account.

"Enter your Address and company details" - details required to establish your account.

"Select your username" - sets up your username passwords and the security phrase used for service administration purposes.

"Confirm details" - the page where you agree to membership of the service.

"Your account has been created" - contains the information necessary for you to complete members login, login to your Email account and administer your account.

This account information must be carefully recorded or optionally printed and kept safely as it is essential to access your account and Email.

When you click the "Finish" button you will be disconnected from registration and returned to your computer desktop. You need to click on the newly created service icon to reconnect, display the "home page" and login to the service. Please refer to "Service login" in the "Members' login & more" section of this guide.

Note: For the subscription service please complete the "Enter your billing address" page where your billing address is differs from your location address. This page is accessed from the "Enter your address and company details" page.

Note: If you decide you want to cancel online registration permanently immediately after your computer restarts please refer to the "Connection Questions " section of the "Common Questions".

What is Easy Install?

The software "Easy install" option is an almost fully automated process, requiring you to make a number of simple responses when prompted. If you are not familiar with this sort of procedure the following is a summary of events that occurs as the installation progresses.

When you select "Easy install" you are asked to re-confirm that you wish to do this. To continue the installation click on the "Yes" button.

The "Windows Update setup wizard" starts, and the initial "Welcome to Setup for Internet Explorer and Internet Tools window is displayed. To proceed you need to accept the supplemental end user license agreement by clicking on the "I accept the agreement" button and the next button. Setup is then initialized and you are presented with two options. Continue by clicking on the "Install Now..." option button and the "Next" button. Your computer may require to be restarted during the following sequence of events

Note: You will then be prompted to complete online registration please refer to the "Online Registration" section of the guide for further detail.

What is Advanced Install?

The software "Advanced install" option is a fully automated process that builds a dial up connection and which connects you to the start of the "Online Registration" procedure. This is a very simple activity and there should be no requirement to restart your computer.

Note: *You will be prompted to complete online registration please refer to the "Online Registration" section of the guide for further detail.*

On completion of online registration you will be returned to the "Advanced install" screen which will still be visible on your desktop.

You must click the "Verify Dial-up connection" before you attempt to connect to the service, to prevent you from being returned to the registration process.

See " Service login for Advanced Install" for more detail.

Members log in & more

Login for Easy Install

After you click the "Finish" at the end of the registration procedure you are returned to your computer "desktop". Depending upon which service you chose, locate the newly created service btclick shortcut icon named either Access or Connect to business, and click on the icon.

The dial up connection dialog box for the service will be displayed with your username already entered. You need to enter your password (in the correct type case) and click the connect button. Your computer will now dial the service and once you are connected the home page will display

Click on the "MEMBERS' LOGIN" button on the bottom "Navigation bar" to display the "Enter Network Password" dialog box Enter your username and password the respective fields and click "OK" to login.

Note: Your username and initial password were provided to you on the "Your account has been created" page as part of the online registration procedure.

When you have successfully completed members login the "Navigation bar" will be updated to display additional functions available to members of the service and the "MEMBERS' LOGIN button is no longer displayed.

When you are ready to leave the service use the "Exit" button located at the right hand end of the bar.

Note: This login process applies for the first and all subsequent times you login to the service.

See "The Home page & Navigation" for detail on the general site navigation and the "Navigation Bar".

The Home page & Navigation

The Home page provides access to the content areas of the site. The navigation principles are visually directed and straightforward.

A "Channel Navigation Bar". is the vertical list of topics to the left of the Home page. Click on any of the topics listed to display the first page of content you are interested in. In addition the home page will display other topical information, including links to news, offers, adverts and other items of business interest. For a more detailed overview of what the services have to offer please refer to the "Business benefits" section of this CD.

A second "Navigation Bar" is provided at the bottom of the browser window. Prior to members login the bar provides access to the "Free to Web" content, the Trade Park, and additional Information about the service and associated BT Internet Services. After members login the bar is updated to allow you in addition to perform administration functions for your account, and access the online help facility.

See "The Navigation Bar" for more detail.

The Navigation Bar

The main buttons displayed on the navigation bar are:

Home - Returns you to the service Home page from any where in the service website.

Trade Park - Displays the Trade Park Home page.

Map - Displays the site content map.

Buttons displayed prior to members login:

About Us - Displays additional information about the service and other associated BT services. (Only visible until you have completed members login).

Members Login - Displays the text boxes for entry of your username and password when logging on to the site. (Only visible until you have completed members login).

Buttons displayed after members login:

Your Website - Provides access to information and tools that enable you to develop your own web site.

Your Account - Displays the "Selfcare" or Administration Index which is, the starting point for all account administration activity.

Help - Displays the main Help index page and search facility of the Online Help.

Exit - Logs you out of the service.

Login for Advanced Install

When you have completed "Advanced Install" and online registration you will be returned to the advanced install screen. You **MUST** click the "Verify Dial-up Connection" button to complete the setup of the service dial-up network connection.

The "Dial-up Connection" dialog box for the service will be displayed. You need to enter your user name and password (in the correct type case) and click the connect button.

Your computer will now dial the service and once you are connected the home page will display.

Click on the "MEMBERS' LOGIN" button on the bottom "Navigation bar" to display the "Enter Network Password" dialog box. Enter your username and password in the respective fields and click "OK" to login.

Note: Your username and initial password were provided to you on the "Your account has been created" page as part of the online registration procedure.

When you are ready to leave the service use the "Exit" button located at the right hand end of the bar. You can now login repeatedly using the service shortcut icon on the desktop in exactly the same way as described in "login for Easy Install".

Why does your business need a Web site?

Your own Web site is an ideal way of enhancing the service you provide to your customers. A website can answer all of your customers' most frequently asked questions, 24 hours a day, every day, freeing your staff to develop new business. What's more you can supplement the information you give to your customers with brochures and other promotional material and price lists, in a much more dynamic way than you can with a help line.

You will be able to capture new orders from your customers and gather important feedback on the services you provide.

For a more complete detailed understanding of the business benefits please refer to the "Business benefits" menu and the "Power of the Internet" guide. Here you will find case studies and advice to help your business get the most from the Internet. The following section on "Establishing your Web site" provides you with an overview of the important considerations and information on where to get additional guidance.

Establishing your Website

The "Your Website" channel provides a range of tools and information for utilising the free web space on either BT Access or BT connect to business. These range from free templates through to a professional design service, with upgrades available to the BT WebWorld portfolio of products. Each service of the above services provides each primary account holder with 20Mb of Web space. You can use this to construct your own website to support your business activities.

Before you begin to build your site you need to have a clear idea of what you want it to achieve for your business. You need to consider how you want the pages to look and how you want to link them together.

Most importantly you need to decide what you are going to call your site, and whether you need to register a unique site address within the Domain name System (DNS).

It is also useful to know what Java, Dynamic HTML and File Transfer Protocol (FTP) are about and how they are used, although basic Website construction does not require you to fully understand how to work with them. We recommend that you use the "Your Website" button on the "Navigation bar" together with the online help to assist your understanding and to guide you through setting up your own site.

What is the Trade Park?

The Trade Park is a virtual business park open to the public which provides a quick simple way for you to promote your business on the Internet, within a focussed community. It provides potential customers with a Trade Park dedicated for UK business, enabling them to quickly locate you and your products, services or company contacts.

You can publish your company address, Email address, Web site address, top 5 contacts and top 10 products & prices. In addition you have space to add a 2000 character description detailing your company and its services.

The Trade Park is organised into business categories to enable the content to be quickly and efficiently navigated and you can use it to locate companies, services and opportunities to help your business.

To get your company included all you have to do is visit the Trade Park and fill in a few simple forms and submit your details. Use the "trade park" button on the bottom "Navigation bar" to display the Trade Park home page.

Your account

The "Your account" button on the Bottom "Navigation bar" provides you with your entry point to the account management functions. They are used by the "primary account holder" who has credit, identity and security control of the account. If you are the person who completed the online registration and owns the security phrase then you are the primary account holder.

"Sub Account Holders" or Email only users who require support are requested in the first instance to contact their "Primary Account Holder" who should call the central customer support function on their behalf if the problem or query cannot be resolved locally.

The Account management includes creation, update and deletion of any allowed sub accounts or Email only accounts.

The ability to change passwords, edit user details, manage your website and change your Trade Park entry. The detail on how to perform these respective tasks and others is contained in the online help

Online Help

A comprehensive "Online Help" facility is provided to support both the administration and use of each service.

To use the online help first you have to login to the service then you can select the main index and search facility from the "Help" button on the bottom "Navigation bar." From the main index page you can also select links to the appropriate sub indexes and pages. All Index and content pages below the Main index pages have "Page" links to assist you to rapidly navigate your way around the various topics.

These links are:

Index - Returns you to the sub index for the page you have been referencing or to the "Main Index".

Next - Takes you to a continuation page for a particular help topic.

Back - Returns you to the previous help page you were displaying.

In addition you will find several pages have active links that will take you straight to related help topics as appropriate. Finally several of the Administration pages have context sensitive links from a Help button on the specific admin page to the related help information.

Understanding Email

What is Email?

Electronic mail or Email as it is universally known is the most widely used service on the Internet.

It provides a rapid, low cost communication media, which enables you to contact people easily around the world. The recipient can reply to your Email very easily. Most Email programs allow you to save, file and print your messages, so that you can remember what was said to whom and when. You can attach receipts to some Emails that tell you when a message was delivered and read.

Further you can attach files to your Email which means you can send and receive text documents and program files, photos, sound files and even videos in addition to simple messages

Email is the fast easy and professional way many businesses communicate, and it is changing the way we work commercially. When you use it to write messages to business contacts who might be on the other side of the world, they can read them in minutes.

All you need to send Email is an address for the recipient and your own address so they know where the Email originated. i.e. it is an electronic letter. The efficiency of Email is really down to how often you the user log on to the service and check for incoming mail.

What is my Email address?

This is the equivalent of your home or business address on the internet. It is unique to you and is made up of your username, the @ sign and your domain name.

So johnsmith@business.com is the address for John Smith located in the business domain. Many companies have their own domains so you often find Email addresses have the company name after the "@" sign.

Your Email address was defined when you completed online registration and was presented to you as part of the information listed on the "your account has been created" page. Please refer to your printed copy or the copy of this information.

Alternatively provided you have your username and password available you can login to the service and confirm your Email address by checking via the "your account" management functions. For more detail on how to do this please refer to the online help.

What is Outlook Express?

Outlook Express is a messaging program (mail client) derived from the Outlook application provided with Microsoft Office. There are no task management features instead there are additional features for accessing Email and news groups.

Outlook Express enables you to create, send and retrieve Emails with or without file attachments, and print your mail messages. There is the facility to create your outgoing Emails offline, and you only need to connect to the Internet when you are actually ready to send or check for incoming Email.

You can manage multiple mail and news accounts with different Internet service providers. There is an Address Book where you can keep your contact information, and which enables you to build contact groups (electronic distribution lists) for your mail. You can add a personal signature to your messages and create Email stationery.

This CD-ROM comes complete with the latest version of Outlook Express which is the software normally used to send and receive Email with these services. The online help contains FAQs, and detailed information about the various functions provided by Outlook Express.

Setting up Outlook Express

When you select the "Easy install?" route and complete online registration, Outlook Express is fully configured ready for you to start sending and receiving Email.

However when you choose the "Advanced Install?" route you have only built a dial-up connection. To the service and not loaded any browser or Outlook Express component. Therefore you need to configure Outlook Express before you can use it to send and receive Email from the service that you registered with.

To do this you need the mail server information for the service. You will either have obtained this by displaying and printing the information via the link on the "Your account has been created page" or alternatively you can obtain it from within the service online help.

The online help is also where you will find the necessary information to guide you through the Outlook Express setup procedures. Please refer to the Outlook Express Index and then How to Add your Outlook Express Mail settings and How to Add Newsgroups to Outlook Express

Email basics

If you are new to the Internet, one of the first things you are going to want to do is to send Email to your customers, clients and business colleagues.

To do this you will need four things:

Your username and password used with Outlook Express, your Email address, and finally the Email addresses of the people that you want to correspond with.

The first three items were provided on the "Your account has been created" page when you completed online registration. Initially we suggest you telephone your correspondents to confirm they do have an Email address and to check if they have a particular preferred address for your type of correspondence.

It is not intended to describe the detail process of sending and receiving or other Email functions as part of this guide. This topic is comprehensively covered in the Outlook Express section of the online help and it is recommended that you use that information to guide you as required. Further summary information is also provided in the "Online preview" section of the Guides menu on this CD ROM.

Recommendation : When you are ready try sending e-mail to yourself to see if your account is properly set-up. Enter your own address in the "To" line and send as normal. On receipt you can forward it to, or reply to yourself to see how these functions work.

Problems connecting your PC?

No dial tone

I cannot hear my modem dialing out.

Possible causes:

- 1 Your modem has become disconnected from the telephone line. Check all physical connections. If you have a telephone on the same line, check to see if you have dial tone on it.
- 2 If you have a fax machine on the same line make sure that it is not transmitting or receiving while you are trying to connect.
- 3 Check that your modem is properly installed in windows and it is functioning. If your modem is external make sure the power to it is turned on and connected.

Click on Start > Settings > Control Panel > Modems to launch the Modem Properties dialog box. (If your modem is not installed the modem Set-up Wizard will take you through the installation process).

If the modem is installed you will see it listed as installed against one of your communication ports. Select the COM port your modem is installed on then click the More info button. The More Info window will open and if the modem is working correctly you will see a list of commands and series of responses displayed.

I cannot dial from my internal extension

Possible causes:

The number that is required to select an outside line is missing from the dial-up connection.

Click on Start > Settings > Control panel and double click on Modems to launch the Modem Properties dialog box.

Click on the Dialing Properties button to launch the Dialing Properties dialog box. Type the appropriate outside line access number in the local call box.

Disconnection when dialling from an internal extension.

I dial from my internal extension but the line disconnects after a few seconds.

Possible causes:

Additional delay is required for the telephone equipment at the office to properly establish the connection.

Click on Start > Settings > Control panel and double click on Modems to launch the Modem Properties dialog box.

Click on the Dialing Properties button to launch the Dialing Properties dialog box. Type the appropriate outside line access number in the local call box.

Insert two or three commas between the outside line access number and the zero of 0845.

Intermittent disconnection

I am intermittently disconnected from the service.

Possible cause:

1 If you have call waiting on your phone line make sure that it is disabled before connecting to the Internet.

To disable go to My computer > Dial-up networking and double click on the "icon" for the service you are using e.g. BT Access. Click "Dial Properties" and then click to disable call waiting and select the appropriate number in the box to the right.

2 Additionally higher than recommended REN values on your telephone can also cause unexpected disconnection.

Disconnection after a period of time

I am disconnected from the service after a fixed period of time

Possible cause:

Your modem can disconnect you if no down load occurs for a long period of time.

Click on Start > Settings > Control panel and click on Modems to launch the Modem Properties dialog box. Click on the Properties button. Click the Connection tab and increase the disconnect if call idle time.

Unable to establish a connection

The Dialing Progress box shows "Unable to establish a connection", instead of the more normal "invalid username or password".

Possible cause:

This can be caused by an incorrect username and / or password. Ensure that you are entering the correct password in the correct type case. If still cannot connect retype both username and password.

Please refer to the details you recorded during online registration, or your new password if you have changed it subsequently. Ensure there are no spaces in the username field between any of the characters and that no characters have been omitted or transposed. E.g. for this example the username to be entered is johnsmith@btclick.com. In this example the password is connect2

Your initial log in password will be the alpha numeric combination you have chosen. The password is always obscured on entry for security reasons. So take extra special care to enter it correctly.

Invalid username or password" or "Continually dialing" or Continuous "line busy" on dialing.

The Dialing Progress box shows "invalid username or password" Or "Continually dialing" Or Continuous "line busy" on dialing.

Possible cause:

The Dial-up connection Settings are incorrect.

On the "Dial-up connection" window click the settings button to display the window.

Check that you have a telephone icon for the service you which you are trying to connect.

This will be either : BT Access in which case you need to:

Confirm that you have

Area code: 0845

Telephone number: 7576309

Country code: United Kingdom (44)

Also check that the Use country code and area code box is ticked.

or : BT connect to business in which case you need to:

Confirm that you have

Area code: 0845

Telephone number: 7576111

Country code: United Kingdom (44)

Also check that the Use country code and area code box is ticked.

Error 691 Authentication failure

Cause: The username or password have been entered incorrectly

Ensure that you are entering the correct password in the correct type case. If still cannot connect retype both username and password.

Ensure there are no spaces in the username field between any of the characters and that no characters have been omitted or transposed.

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